

DEPARTMENT OF SOCIAL SERVICES
744 P Street, Sacramento, CA 95814



October 14, 1980

ALL-COUNTY INFORMATION NOTICE I- 112-80

TO: ALL COUNTY WELFARE DIRECTORS

SUBJECT: IHSS QUALITY CONTROL

REFERENCE:

This is to outline the procedures and define the terms used by State IHSS Quality Control Monitors (QCM)

I. Case Request and Reading

Each month a statewide random sample of cases is drawn and assigned to a QCM. The cases and timesheets are requested by the QCM in writing from the applicable county at least three working days prior to the date needed. Cases and timesheets will be available to the QCM on the date needed and the QCM will not hold cases longer than three working days.

II. Home Visits

Home visits are performed only on those cases which are not status eligible; these amount to approximately 10% of the cases reviewed.

III. Case Review

The QCM reviews cases for compliance with State Regulations in four primary areas:

- A. Eligibility
- B. Service Authorizations
- C. Payment integrity
- D. Procedural/technical practices that have the potential to adversely impact the accuracy/appropriateness of eligibility, service authorizations and payments.

IV. Case Errors

There are three categories of IHSS case errors:

- A. **Technical Errors:** Operational or procedural errors which do not affect the appropriateness of payment.
- B. **Payment Errors:** Payments to persons who were not entitled to them either in whole or in part. Examples include payments to persons who are deceased, ineligible, or for whom entitlement has not been established.
- C. **Administrative Errors:** Payments to persons during periods when regulatory requirements for authorizing services have not been met. Examples include payments to individuals during periods when an eligibility determination has lapsed, or when a need assessment has not been made covering the authorization period.

V. Impact of the Review

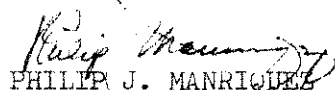
- A. A technical error letter will be sent to the County identifying any deficiency or incorrect procedure in completing the case.
- B. A payment error letter will be sent to the County identifying errors involving an incorrect payment found in the case.
- C. An administrative error letter will be sent to the County identifying payment, and/or deficiency errors resulting from delinquent actions found in the case.

The County will have two weeks to indicate their agreement or disagreement, in writing, to the Quality Control Bureau.

Semi-Annual Report of Findings

At the close of each six-month review period, the Quality Control Bureau submits a state-wide statistical Report of Findings to the Department of Social Services IHSS Bureau. Contact Melvin Picance (916) 322-2164 if you have any questions.

Sincerely,


PHILIP J. MANRIQUEZ
Deputy Director
Planning and Review Division

cc: CWDA